

SECTION C-9

PERFORMANCE REQUIREMENTS DOCUMENT

(Housing)

SECTION C-9

C-9. Housing—Description of Services.

C-9.1. Scope of Work.

This description of services describes the United States Army Garrison, Fort Sam Houston Housing support services that shall be performed by the Service Provider. The purpose of this Performance Requirements Document (PRD) and the resulting contract is to obtain efficient, cost-effective Base Operations (BASOPS) services for all activities on Fort Sam Houston, its sub-installations, leased facilities and other off-post sites as defined in appropriate support agreements. The estimated quantities of work are listed in C-9.4. Technical Exhibit 6, Estimated Annual Workload and Associated Factors.

The Service Provider shall perform all operations specified in the PRD beginning on the first day of the base performance period. All work or requirements that have been started by the Government, but not completed as of the first day of the base performance period, shall be completed by the Service Provider.

C-9.2. Summary of Expectations.

The Service Provider shall provide a broad range of Housing services dedicated to the customers of Fort Sam Houston and Camp Bullis. Approximately 932 units of Army Family Housing (AFH) and 660 bed spaces of Permanent Party-Unaccompanied Personnel Housing (PP-UPH) are operated and managed by Housing services and student barracks spaces Unaccompanied Personnel Housing (UPH) to accommodate 3,328 people are monitored and tracked for utilization. The Service Provider shall ensure all housing units are maintained according to the standards in AR 210-50. The Service Provider shall use the Housing Operations Management System (HOMES). The various categories of AFH is displayed in the table below. It is important that the Service Provider shall make the most efficient use of on-post housing resources and assists customers in locating suitable off-post accommodations. The Service Provider shall capture and maintain through the Integrated Facilities System (IFS) identified in Section C-8 or other Government approved system, all workload, man-hours, and other IFS required data, by customer supported, in providing Housing services. The Service Provider shall ensure quality work performance in accordance with applicable standards and guidelines. A consolidated listing of mandatory and advisory documents applicable to this PRD is contained in C-9.4., Technical Exhibit 4, Publications and Forms.

Type of Unit	5-6 BR	4 BR	3 BR	2 BR	Total	PP-UPH	UPH
General Officer	5*				5		
Senior Officer	8 (3)*	8	34 (7)*		50		
Field Grade Officer	11	15	129		155		
Company Grade Officer		26	37	15	78		
Senior NCO		45	129		174		
Junior NCO		142	189	139	470		
					932	660	3,328

* Housing units on Staff Post

The Service Provider shall be responsible for applying appropriate mandatory and advisory technical standards, resources, and priorities to fulfill product and service requirements, aiding the customer in defining and quantifying his expectations of satisfactory quality, and performing any rework necessary to yield a final product or service that will ensure high customer satisfaction. See Technical Exhibit 1 and Technical Exhibit 7 for a listing which includes, but is

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not limited to, services for which the Government has identified at least one type of standard which is significant to satisfactory performance. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

The normal operating hours for Housing services, excluding the U-Do-It Store, shall be from 7:00 A.M. to 5:00 P.M., Monday through Friday, excluding government holidays. The normal duty hours for the U-Do-It Store shall be from 8:30 A.M. to 4:45 P.M., Monday through Friday and 7:15 A.M. to 3:45 P.M. on Saturday. The daylight savings time duty hours (summer season) shall be from 9:30 A.M. to 5:45 P.M., Monday through Friday and 7:15 A.M. to 3:45 P.M. on Saturday. These hours exclude government holidays. In addition to direct coordination with supported customers, the Service Provider shall also coordinate with other Government offices and Government Contractors to the extent necessary to ensure satisfactory performance under this PRD and to effect a smooth hand-off of work to and from other Government or contracted service providers.

C-9.3. Services Performed.

C-9.3.1. The Service Provider shall provide Unaccompanied Personnel Housing (UPH) Management and Support services. The Service Provider shall prepare barracks utilization reports, process non-availability certificates for housing allowance, conduct command barracks inspections, monitor barracks projects, and coordinate troop relocations. The Service Provider shall prepare a monthly barracks utilization report detailing occupancy levels by various categories and provide to the Government when requested. The Service Provider shall prepare and issue non-availability certificates for basic allowance for housing when UPH occupancy rates reach Department of Army or unit approved levels. The Service Provider shall conduct annual command barracks inspections as requested or scheduled, complete Fort Sam Houston (FSH) Form 809R-E (Command Inspection List), and ensure resolution of any identified issues. The Service Provider shall monitor barracks upgrade projects to ensure user requirements are being met and scheduled milestones for occupancy planning. The Service Provider shall coordinate troop relocation between barracks to include identifying new barracks for troop relocations, ensuring new barracks meets troop requirements, and ensuring move is complete prior to start of renovating vacated barracks. The Service Provider shall refer to current Standing Operating Procedures (SOP) with the FSH Lodging Facility Maintenance Office for electronic entry maintenance of buildings 915, 916, 929, and 930.

C-9.3.2. The Service Provider shall provide Permanent Party-Unaccompanied Personnel Housing (PP-UPH) Management and Support services.

C-9.3.2.1. The Service Provider shall provide PP-UPH customer service support. The Service Provider shall provide PP-UPH in-processing services for all personnel assigned to or serviced by Fort Sam Houston and enter member information into 'HOMES' computer system. The Service Provider shall provide available resources to respond to customer housing service inquiries received by telephone, walk-in, or e-mail. The Service Provider shall support and attend scheduled and unscheduled meetings and boards effecting residents when informed by the Government (e.g., Garrison Commander Housing Town Hall Meetings, Community Action Council (CAC) meeting, Hazardous Materials meeting, Soldier Readiness Program meetings). The Service Provider shall perform inspection of military member's residence for the purpose of recommending approval/disapproval to the Government in storing of household goods excess to quarters, and provide written notification of approval for government paid non-temporary storage.

C-9.3.2.2. The Service Provider shall provide PP-UPH assignment and termination services. The Service Provider shall assign PP-UPH to eligible members, provide or schedule member for required briefings, complete or initiate required documentation and forward to required agencies, and issue and obtain item accountability receipts. The Service Provider shall terminate members from PP-UPH upon member notification, military

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reassignment orders, or involuntary termination actions. Service includes: ensuring member returns PP-UPH to the government in accordance with prescribed cleaning standards, scheduling pre-final and final quarter's inspection and damage inventory, updating 'HOMES' computer system, and completing and forwarding to appropriate agencies required termination documentation. The Service Provider shall establish and maintain a key control and distribution accountability system.

C-9.3.2.3. *The Service Provider shall conduct PP-UPH quarters inspection services.* The Service Provider shall conduct pre-final inspection of PP-UPH rooms (identifying and documenting on FSH Form 225 all required maintenance, repair, painting, and flooring work to be accomplished as part of the services identified in Section C-7), documenting occupant damages, and briefing occupant on their final clearing requirements. The Service Provider shall conduct final/termination of quarters (TOC) inspections: ensuring occupant responsible cleaning and maintenance has been completed; damage charges from occupant abuse are identified for collection (FSH Form 226) and submitted for collection processing as identified in Section C-19; accountable items are collected; and quarters clearance (FSH Form 123) and termination orders are completed. The Service Provider shall conduct post maintenance/paint inspections to ensure all between-occupancy maintenance (BOM) has been completed. The Service Provider shall conduct special or post occupancy inspections based upon occupant submission of identified discrepancies on FSH Form 1951 and submit validated discrepancies for corrective action as identified in Section C-7. The Service Provider shall conduct PP-UPH health and welfare inspections as identified through complaints or at the request of the members unit

C-9.3.2.4. The Service Provider shall conduct inspection of potential PP-UPH problems identified by occupant or complainant to include evaluating potential problem, determining course of action, and, if necessary, initiating service orders as identified in Section C-8 to resolve problem. The Service Provider shall review PP-UPH occupant self-help requests and recommend approval/disapproval to the Government.

C-9.3.3. The Service Provider shall provide AFH Management and Support services.

C-9.3.3.1. *The Service Provider shall provide AFH customer service support.* The Service Provider shall provide housing in-processing services for all personnel assigned to or serviced by Fort Sam Houston and enter member information into 'HOMES' computer system. The Service Provider shall provide available resources to respond to customer housing service inquiries received by telephone, walk-in, or e-mail. The Service Provider shall support and attend scheduled and unscheduled meetings and boards effecting residents when informed by the Government (e.g., Exceptional Family Member Program (EFMP) board, Garrison Commander Housing Town Hall Meetings, Community Action Council (CAC) meeting, Hazardous Materials meeting, Soldier Readiness Program meetings). The Service Provider shall maintain a utility waiver program enabling FSH soldiers living off-post in San Antonio to waive utility security deposits. The Service Provider shall verify personnel on the housing waiting list who will receive on-post housing within one year for enrollment of family members in the Fort Sam Houston Independent School District (FSHISD). The Service Provider shall review exception to policy requests submitted by members, determine impact and any associated costs, and submit approval/disapproval recommendation to the Government. The Service Provider shall verify and submit approval/disapproval recommendation to the Government, through processing of Department of Defense (DD) Form 1705, DoD civilian employee incurred relocation expenses in connection with real estate transactions and unexpired leases. The Service Provider shall perform inspection of on or off Post military member's residence for the purpose of recommending approval/disapproval to the Government in storing of household goods excess to quarters, and provide written notification of approval for government paid non-temporary storage. The Service Provider shall maintain listings of off-Post residences' not listed with a realtor for rent, lease, or sale.

C-9.3.3.2. *The Service Provider shall provide AFH assignment and termination services.* The Service Provider shall assign AFH to eligible members, provide or schedule member for required briefings, complete or initiate required documentation and forward to required agencies, and issue and obtain item accountability receipts. The Service Provider shall terminate members from AFH upon member notification, military reassignment orders, or involuntary termination actions. Service includes: ensuring member returns AFH to the government in accordance with prescribed cleaning standards, scheduling pre-final and final quarter's inspection and damage

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inventory, updating 'HOMES' computer system, and completing and forwarding to appropriate agencies required termination documentation. The Service Provider shall establish and maintain a key control and distribution accountability system.

- C-9.3.3.3. *The Service Provider shall conduct AFH quarters, grounds, and playgrounds inspection services.* The Service Provider shall conduct pre-final inspection of AFH quarters (identifying and documenting on FSH Form 225 all required maintenance, repair, painting, and flooring work to be accomplished as part of the services identified in Section C-7), documenting occupant damages, and briefing occupant on their final clearing requirements. The Service Provider shall conduct final/termination of quarters (TOC) inspections: ensuring occupant responsible cleaning and maintenance has been completed; damage charges from occupant abuse are identified for collection (FSH Form 226) and submitted for collection processing as identified in Section C-19; accountable items are collected; and quarters clearance (FSH Form 123) and termination orders are completed. The Service Provider shall conduct post maintenance/paint inspections to ensure all between-occupancy maintenance (BOM) has been completed. The Service Provider shall conduct special or post occupancy inspections based upon occupant submission of identified discrepancies on FSH Form 1951 and submit validated discrepancies for corrective action as identified in Section C-7. The Service Provider shall conduct inspections of exterior quarters, grounds, and playgrounds to ensure appearance, pet control and cleanup, and safety is meeting established standards and to correct identified discrepancies. FSH Form 1278 will be used to document unmet standards that are the responsibility of the occupant. The Service Provider shall conduct AFH health and welfare inspections as identified through complaints or at the request of the members unit. The Service Provider shall conduct quarter modification inspections to include coordinating with appropriate agencies (i.e., engineering services, facilities maintenance) in identifying necessary quarter modifications to support validated medical situations of member or family.
- C-9.3.3.4. *The Service Provider shall conduct assignment inspections for Staff Post officer AFH quarters.* The Service Provider shall inspect entire family housing unit and grounds with member, identify discrepancies, and ensure discrepancies are resolved. The Service Provider shall monitor expenditures specific for General and Flag Office Quarters (GFOQ) and ensure limits established in AR 210-50, chapter 13 are not exceeded. The Service Provider shall prepare quarterly GFOQ detailing quarters expenditures and submit to the Government.
- C-9.3.3.5. *The Service Provider shall perform AFH data administration services.* The Service Provider shall ensure the medical database, PCS Express database, Department of Army Installation Support Module (DAISM), and AFH senior occupancy listing are updated to reflect accurate and current information.
- C-9.3.3.6. *The Service Provider shall provide AFH cleaning contract support services.* The Service Provider shall manage the "Guaranteed Clearing with Cleaning Teams" program. This includes instructing contract cleaning teams on housing cleaning requirements and providing housing occupants a current list of contract cleaning teams available through the program. The Service Provider shall receive AFH cleaning contracts, and money orders, from occupants terminating quarters utilizing a contract cleaning service. When cleaning contractor has met cleaning requirements, the Service Provider shall have the money order available for pick up, at the housing office, by the cleaning contractor within 24 hours.
- C-9.3.3.7. *The Service Provider shall collect monies due the government for AFH reimbursement expenses.* The Service Provider shall collect occupant monies for rent and utilities (personnel identified in exception to policy or memorandum of agreements), and damages; complete necessary documentation; and process necessary documentation as identified in Section C-19. The Service Provider shall determine reimbursement costs based on current agreements, established shop rates, actual costs, or Government approved estimating factors.
- C-9.3.3.8. *The Service Provider shall provide AFH pre-occupancy cleaning of quarters as a result of BOM.*
- C-9.3.3.9. *The Service Provider shall process abandoned AFH units.* The Service Provider shall ensure units abandoned by occupant are cleared, cleaned, and made-ready for occupancy. This includes verification of occupant status and coordinating pick-up of any occupant personal effects and/or household goods.

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C-9.3.4. The Service Provider shall provide Off-Post Housing Referral services. The Service Provider shall direct eligible members to government provided vendor (Realtor) for off-post housing support services as needed. See Technical Exhibit 2 for listing of Government-Furnished Contracts available to support this service.

C-9.3.5. The Service Provider shall provide Furnishings Management support services.

C-9.3.5.1. *The Service Provider shall requisition, store, issue, and receive for turn-in furnishings and equipment.* The Service Provider shall obtain and store the required furnishings and equipment to maintain levels identified in Common Table of Allowances (CTA) 50-909 and 50-970. The Service Provider shall maintain serviceability of furnishings and equipment for AFH and PP-UPH. The Service Provider shall provide pickup and delivery services for AFH furnishings and equipment.

C-9.3.5.2. *The Service Provider shall maintain furnishings and equipment.* The Service Provider shall ensure accountability of furnishings and equipment. The Service Provider shall update HOMES database with Federal Logistics current price list of furnishings and equipment. The Service Provider shall update records identifying furnishings and equipment as serviceable or non-serviceable and determine disposal method (i.e., turned-in to the Defense Reutilization and Marketing Office (DRMO) or disposed of as trash). The Service Provider shall maintain separate accountability and issuance of UPH, PP-UPH, and AFH furnishings and equipment. The Service Provider shall identify furnishings and equipment identified as excess or not required and upon receipt of Government approval dispose of them through the DRMO. The Service Provider shall utilize HOMES for AFH and PP-UPH furnishings and equipment accountability.

C-9.3.5.3. *The Service Provider shall obtain, install, and replace/maintain flags and poles for Staff Post AFH.*

C-9.3.6. The Service Provider shall Manage and Operate the Post U-Do-It Store. The Service Provider shall issue and receive supplies, materials, and equipment for self-help projects and lawn and grounds maintenance. This includes maintaining equipment, supply, and material stock levels (see Technical Exhibit 6, Table 6-3). The Service Provider shall maintain a tracking system to identify items issued, cost, and AFH unit issued to, and submit data for inclusion in Job Cost Accounting System in Section C-8. The Service provider shall provide instruction on equipment use and AFH/PP-UPH self-help repair when requested by customer. The Service Provider shall conduct AFH occupant self-help training classes. The Service Provider shall provide and issue grounds maintenance equipment and fuel to installation and sub-installation supported units.

C-9.3.7. The Service Provider shall provide Housing Technical Engineering support services. The Service Provider shall conduct inspection of potential AFH problems identified by occupant or complainant to include evaluating potential problem, determining course of action, and, if necessary, initiating service orders as identified in Section C-8 to resolve problem. The Service Provider shall review housing occupant self-help requests to include but not limited to fencing, storage sheds, antenna/satellite dish installation, and tree/shrub planting and recommend approval/disapproval to the Government. The Service Provider shall notify effected AFH occupants of scheduled construction projects.

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C-9.4. Technical Exhibits.

TECHNICAL EXHIBIT 1 – SERVICE PERFORMANCE SUMMARY (SPS)

TECHNICAL EXHIBIT 2 – GOVERNMENT FURNISHED CONTRACTS

TECHNICAL EXHIBIT 3 – ACRONYMS AND DEFINITIONS

TECHNICAL EXHIBIT 4 – PUBLICATIONS AND FORMS

TECHNICAL EXHIBIT 5 – REQUIRED REPORTS

TECHNICAL EXHIBIT 6 – ESTIMATED ANNUAL WORKLOAD AND ASSOCIATED FACTORS

TECHNICAL EXHIBIT 7 – PERFORMANCE SUMMARY OF QUALITY CONTROL STANDARDS

(Housing)

TECHNICAL EXHIBITS

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C-9.4.1. Technical Exhibit 1—Service Performance Summary (SPS).

C-9.4.1. SERVICE PERFORMANCE SUMMARY (SPS). The SPS charts, at the end of this technical exhibit:

C-9.4.1.1. Lists the specific paragraph in the SPS that the government will surveil. The absence of any contract requirement from the SPS shall not detract from its enforceability or limit the rights or remedies of the government under any other provision of the contract, including the clauses entitled “Inspection of Services” and “Default.”

C-9.4.1.2. Lists the service to be performed.

C-9.4.1.3. Lists the standard of performance for each specific service.

C-9.4.1.4. Lists the maximum error rate from standard performance for that service, that may occur before the government will determine the service to be unacceptable. The lot size is used when random sample is the basis for surveillance. The period of time covered by the inspection is also listed.

C-9.4.1.5. Lists the surveillance methods the government will use to evaluate the service provider’s performance in meeting the contract requirements.

C-9.4.2. GOVERNMENT QUALITY ASSURANCE. Service Provider performance will be compared to the contract standards and performance requirements using the Quality Assurance Surveillance Plan (QASP). This document is for government use only.

C-9.4.2.1. Random sampling of recurring service output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-9.4.2.2. One Hundred-Percent Inspection of those tasks that occur infrequently and cannot be random sampled because the sample size for a small lot may exceed the lot size. This type of inspection occurs each time a task is performed.

C-9.4.2.3. Periodic surveillance of output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-9.4.2.4. Customer complaints.

C-9.4.3. PERFORMANCE EVALUATION. Performance of a service will be evaluated to determine whether or not it meets the minimum standard listed in the contract. When the performance standard is exceeded, a Contract Discrepancy Report (CDR) will be issued to the contractor by the contracting officer. The contractor shall respond to the CDR by completing the form and returning it to the contracting officer within 15 calendar days of receipt

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-9.3.1.	The Service Provider shall provide PP-UPH Management and Support services	Maintain 95% PP-UPH Occupancy	5% Lot = Monthly Number of AFH Units	Random Sampling
C-9.3.2.	The Service Provider shall provide AFH Management and Support services	Maintain 94% AFH Occupancy	5% Lot = Monthly Number of AFH Units	Random Sampling

DADA10-00-R-0013
01/31/01
ATCH 1

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C-9.4.2. Technical Exhibit 2—Government Furnished Contracts.

Contract Number	Service Provider	Service Description	Comments
DADA10-99-W-0080	Coldwell Banker Realty	Provides off-Post realty services for individuals wanting to rent, lease, or purchase residences'	Provided as part of PRD Service C-9.3.3.

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C-9.4.3. Technical Exhibit 3—Acronyms and Definitions.

This Technical Exhibit contains only those acronyms and definitions that are unique to Section C-9 of the PRD. Please refer to Appendix A, Section C-1.5 for all others not cited in this Technical Exhibit.

ACRONYMS

AFH – Army Family Housing
BAH – Basic Allowance for Housing
BOM – Between-Occupancy Maintenance
CAC – Community Action Council
CNA – Certificate of Non-Availability
CTA – Common Table of Allowances
DAISM - Department of Army Installation Support Module
DFAS – Defense Finance and Accounting Service
DRMO – Defense Reutilization and Marketing Office
EFMP – Exceptional Family Member Program
FSHISD – Fort Sam Houston Independent School District
GFOQ – General and Flag Officer’s Quarters
HOMES – Housing Operations Management System
MOA – Memorandum of Agreement
NISH – National Institute of Severely Handicapped
PCS – Permanent Change of Station
PP-UPH – Permanent Party-Unaccompanied Personnel Housing
PW – Public Works
SOP – Standard Operating Procedure
SRP – Soldier Readiness Program
TCL – Termination Cleaning
TOC – Termination of Occupant
UPH – Unaccompanied Personnel Housing

DEFINITIONS

Contract Cleaning Teams

Cleaning teams trained and approved by FSH to participate in the Guaranteed Clearing with Cleaning Teams program.

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Exceptional Family Member

A family member with any physical, emotional, developmental, or intellectual disorder that requires special treatment, therapy, education, training, or counseling. The individual is enrolled in the Exceptional Family Member Program.

“Guaranteed Clearing with Cleaning Teams” program

FSH approved cleaning teams in which soldiers can utilize to clean AFH and depart after TOC and prior to TCL.

Permanent Party – Unaccompanied Personnel Housing (PP-UPH)

Housing used to house permanently assigned (excluding students) personnel not residing with family members. This includes barracks and does not include transient facilities.

Statement of Non – Availability

A statement provided to authorized personnel to reside off post and receive reimbursement for housing when adequate housing is not available.

Self – Help

Resident performance of minor and simple repairs, maintenance, and certain minor improvements. This includes cleaning of government – owned, controlled, or leased real and personal property assigned to the resident.

Unaccompanied Personnel

Military personnel and DOD civilians who either have no family members or are not accompanied by family members.

Unaccompanied Personnel Housing (UPH)

Housing used to house non-permanent party personnel (i.e., students) not residing with family members. This includes barracks and does not include transient facilities.

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C-9.4.4. Technical Exhibit 4—Publications and Forms.

Publications and Forms that specifically apply to Section C-9 of the PRD are listed below. Appendix B, Section C-1 also contains listings of publications and forms that shall be included with this Technical Exhibit to define the full listing of applicable documents. The publications and forms have been coded as mandatory or advisory. The Service Provider is obligated to follow those publications and use those forms coded as mandatory to the extent specified in other portions of PRD Section C-9. The Service Provider shall be guided by those publications or use those forms coded advisory to the extent necessary to accomplish requirements in this PRD. All publications and forms listed will be provided by the Government at the start of the contract. It is the responsibility of the Service Provider to establish follow-on requirements if necessary. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract.

Table 4-1: Federal Government Documents

Document	Publication Name	Date
Americans With Disabilities Act		Sep 94 Mandatory
JFTR, Paragraph U5375 and U5355	Joint Federal Travel Regulations	Mar 00 Mandatory

Table 4-2: Department of Defense Documents

Document	Publication Name	Date
DODD 4165.63	DOD Housing	Jul 89 Mandatory

Table 4-3: Army Regulations

Document	Publication Name	Date
AR 25-400-2	The Modern Army Recordkeeping System (MARKS)	Feb 93 Mandatory
AR 210-50	Housing Management	26 Feb 99 Mandatory
AR 405-70	Utilization of Real Property	15 Sep 93 Mandatory
AR 710-2	Inventory Management Supply Policy Below the Wholesale Level	31 Oct 97 Mandatory
AR 735-5	Policies and Procedures for Property Accountability	31 Jan 98 Mandatory
CTA 50-909	Common Table of Allowances	Aug 93 Mandatory
CTA 50-970	Common Table of Allowances for Expendable and Durable Supplies	Dec 97 Mandatory

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Table 4-4: Department of the Army Pamphlets (DA Pam)

Document	Publication Name	Date
DAP 210-7	Installation Housing Operations During Mobilization	May 91 Mandatory
DAP 210-8	Housing Utilization Management	05 Nov 93 Mandatory
DAP 710-2-1	Using Unit Supply System (Manual Procedures)	31 Dec 97 Mandatory

Table 4-5: Ft Sam Houston Regulations, Pamphlets, and Supplements

Document	Publication Name	Date
FSH Supplement 1 to AR 210-50	Installation Housing Management	19 Oct 98 Mandatory

Table 4-6: Commercial and Other Standards

Document	Publication Name	Date
MIL-HDBK - 1035	Family Housing	Jun 89 Mandatory
Publication 325	Handbook for Public Playground Safety (U.S. Consumer Safety Commission Workshop)	1998 Advisory
FSH SOP	U-Do-It Store Operations	11 Jul 83 Mandatory
PW Memo	U-Do-It Store Operations	18 Aug 97 Mandatory

Table 4-7: Forms

Document	Publication Name	Date
DD Form 139	Pay Adjustment Authorization	May 53
DD Form 362	Statement of Charges	Jul 93
DD Form 1131	Cash Collection Voucher	Apr 57
DD Form 1348-1A	Issue Release/Receipt Document	Jul 91
DD Form 1348-6	DoD Single Line Item Requisition System Document	Feb 85
DD Form 1670	Community Housing Feedback	Apr 86
DD Form 1701	Inventory of Household Goods	01 Jun 74
DD Form 1705	Application for Reimbursement of Expenses Incurred by DoD Civilian Employee Upon Sale or Purchase (or both) of Residence Upon Change of Duty Station	01 Feb 80

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Document	Publication Name	Date
DD Form 1746	Application for Assignment to Housing	Apr 86
DD Form 2406	Miscellaneous Obligation Document	Oct 85
DA Form 1687	Delegation of Authority	Jan 82
DA Form 2064	Document Register	Jan 82
DA Form 2407	Maintenance Request	Aug 88
DA Form 2765-1	Request for Issue or Turn-In	Apr 76
DA Form 3161	Request for Issue Turn-In	May 83
DA Form 3328	Property Book	Jan 82
DA Form 3953	Purchase Request and Commitment	Mar 91
DA Form 4697	Report of Survey	Sep 81
DA Form 4939	GFOQ Quarterly Obligations Report	Oct 96
FSH Form 77	Release Quarters for Assignment	Mar 96
FSH Form 78	Quarters Cleaning Contract	Mar 96
FSH Form 89	Liability for Damage to Assigned Quarters	Mar 97
FSH Form 123	Quarters Clearance	Oct 95
FSH Form 225	Housing Maintenance Checklist	Mar 96
FSH Form 226	Final Inspection and Clearing List for Charges	Mar 96
FSH Form 227	AFH Occupant Medical Condition Requiring Emergency Response for Repair and Maintenance Service	Dec 96
FSH Form 228	Request for Approval to Install/Continue Use of Fence	Mar 97
FSH Form 228B	Request for Approval to Install/Continue Use of Satellite Dish	Jan 98
FSH Form 809R-E	Command Inspection List	May 96
FSH Form 994	Notification (Door Knocker)	Oct 84
FSH Form 1135	Supply List for Credit Card Purchase	Jan 96
FSH Form 1278	Quarters Appearance Inspection	May 96
FSH Form 1951	Family Housing Quarters Inspection Record	Sep 97
FSH Form 4283-E	Work Request IFS-M	Mar 96

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C-9.4.5. Technical Exhibit 5—Required Reports.

Instructions to the Service Provider concerning each report listed below are contained in DD Forms 1423 and associated Data Item Descriptions (DIDs).

PRD REF	CDRL #	DESCRIPTION OF REPORT
		None

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C-9.4.6. Technical Exhibit 6—Estimated Annual Workload and Associated Factors.

Table 6-1 lists the PRD services where estimated quantities of work output have been identified and as such are subject to variations. If, at the **end** of the basic and each option period, the total estimated workload for each subparagraph, considering complexity, difficulty, and cost of the various outputs below, varies above or below fifteen (15) percent from the total yearly estimated contract workload, negotiations for an equitable price adjustment (to include award fee pool) may be initiated by either party. The increases or decreases in estimated cost (to include award fee pool) shall be based on the net of all increases or decreases in changes to the workload for all sections. The yearly adjustment to the estimated contract cost, shall be made based only on the subparagraph(s) of the total contract whose workload increases *or* decreases in excess of fifteen (15) percent.

Table 6-1: Annual Work Counts

PRD Number	Work Count Title	Estimated Workload
C-9.3.1.	Number of UPH Spaces	3,476
C-9.3.1.	Number of Barracks Utilization Reports Completed	12
C-9.3.1.	Number of Non-Availability Certificates Issued for Basic Allowance for Housing	167
C-9.3.1.	Number of Command Barracks Inspections	1
C-9.3.1.	Number of Barracks Upgrade Project Monitoring visits	264
C-9.3.1.	Number of Barracks Troop Relocations	1
C-9.3.2.	Number of PP-UPH Units	660
C-9.3.2.1	Number of Personnel In-Processed for PP-UPH	220
C-9.3.2.1	Number of PP-UPH Residence Inspections for Excess Household Goods Storage	0
C-9.3.2.2	Number of PP-UPH rooms Assigned	220
C-9.3.2.2	Number of PP-UPH rooms Terminated	220
C-9.3.2.3	Number of PP-UPH Pre-Final Inspections	220
C-9.3.2.3	Number of PP-UPH Final TOC Inspections	220
C-9.3.2.3	Number of PP-UPH Post Maintenance/Paint Inspections	220
C-9.3.2.3	Number of Random Room Inspections	1255
C-9.3.2.4	Number of Service Orders Processed	4149
C-9.3.3.	Number of AFH Units	951
C-9.3.3.1.	Number of questions/inquiries answered	8250
C-9.3.3.1.	Number of Personnel In-Processed for AFH	2,072
C-9.3.3.1.	Number of AFH Exception to Policy Requests	118
C-9.3.3.1.	Number of DD Form 1705's Processed	19
C-9.3.3.1.	Number of AFH Residence Inspections for Excess Household Goods Storage	2
C-9.3.3.2.	Number of AFH units Assigned	410
C-9.3.3.2.	Number of AFH Units Terminated	426
C-9.3.3.3.	Number of AFH Pre-Final Inspections	413

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PRD Number	Work Count Title	Estimated Workload
C-9.3.3.3.	Number of AFH Final TOC Inspections	412
C-9.3.3.3.	Number of AFH Post Maintenance/Paint Inspections	363
C-9.3.3.3.	Number of AFH Special/Post Occupancy Inspections	573
C-9.3.3.3.	Number of AFH Quarters/Grounds Appearance Inspection Deficiencies	144
C-9.3.3.3.	Number of Playground Inspections	34
C-9.3.3.3.	Number of AFH Health and Welfare Inspections	1
C-9.3.3.3.	Number of AFH Modification Inspections	93
C-9.3.3.3.	Number of Identified AFH Safety Hazards	60
C-9.3.3.4.	Number of Staff Officer AFH Assignment Inspections	10
C-9.3.3.5.	Number of Medical Database Updates	5
C-9.3.3.5.	Number of PCS Express Updates	4
C-9.3.3.5.	Number of DAISM Updates	120
C-9.3.3.5.	Number of AFH Senior Occupancy List Updates	37
C-9.3.3.6.	Number of Member Obtained AFH Cleaning Contracts Processed	352
C-9.3.3.6.	Number of Contract Cleaning Teams Instructed	3
C-9.3.3.7	Number of AFH reimbursements for rent, utilities, or damages	132
C-9.3.3.8.	Number of AFH Make-Ready Cleanings Resulting from BOM	20
C-9.3.3.9	Number of AFH abandoned units processed	5
C-9.3.5.1.	Number of Furnishings and Equipment Requisitioned	56
C-9.3.5.1.	Number of Furnishings and Equipment Issue Transactions	83
C-9.3.5.1.	Number of Furnishings and Equipment Received for Turn-In Transactions	103
C-9.3.5.1.	Number of AFH Refrigerators Replaced	96
C-9.3.5.2.	Number of Annual Inventory of Furnishings and Equipment	1
C-9.3.5.2.	Number of Furnishings and Equipment Price Updates	12
C-9.3.5.2.	Number of Furnishings and Equipment Records Updated as Serviceable or Non-Serviceable	52
C-9.3.5.2.	Number of Furnishings and Equipment Disposal Trips	45
C-9.3.5.3.	Number of AFH Flag Maintenance Responses	14
C.9.3.6.	Number of Post U-Do-It Store Stocked Line Items	280
C.9.3.6.	Number of AFH Occupant Self-Help Training Classes Conducted	22
C.9.3.6.	Number of Equipment and Fuel Issues	353
C-9.3.7.	Number of AFH Potential Problem Area Inspections	1008
C-9.3.7.	Number of AFH Service Orders Processed	9,408
C-9.3.7.	Number of AFH Pre-Construction Planning Assistance and FSH Form 4283's Processed	79

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PRD Number	Work Count Title	Estimated Workload
C-9.3.7.	Number of AFH Scheduled Construction Notifications	24

The following table contains historical information regarding official Government travel necessary to fulfill services specified in Section C-9 of the PRD.

Table 6-2: Annual Travel

PRD Number	Destination & Purpose	# Days/ trip	FY 98	FY 99
	None			

Table 6-3: U-DO-IT Store Stocked line items

Item Number	Description	Amount
2940-00-ZAD-6240	FILTER, VENT HOOD	84
2940-00-ZAD-667J	FILTER, VENT HOOD	24
2940-00-ZAE-439C	FILTER, VENT 8-3/4 X 10-1/2	120
2940-00-ZAE-9261	FILTER, VENT 8-3/4 X 11-3/8	6
2990-00-ZAG-766B	FRAME SCREEN BROWN	132
3740-00-ZAA-652W	MOUSE TRAP	288
4130-00-ZAA-038L	FILTER, AIR 12 X 20 X 1	288
4130-00-ZAA-038M	FILTER, AIR 14 X 25 X 1	1218
4130-00-ZAA-164W	FILTER, AIR 24 X 24 X 1	252
4130-00-ZAA-223K	FILTER, AIR 18 X 24 X 1	654
4130-00-ZAA-528V	FILTER, AIR 16 X 20 X 1	240
4130-00-ZAA-528X	FILTER, AIR 16 X 25 X 1	1902
4130-00-ZAA-528Z	FILTER, AIR 20 X 20 X 1	384
4130-00-ZAA-529A	FILTER, AIR 20 X 25 X 1	192
4130-00-ZAA-761Q	FILTER, AIR 12 X 24 X 1	540
4130-00-ZAA-986U	FILTER, VENT 10 X 11	66
4130-00-ZAB-357H	FILTER, VENT 12 X 12 X 1	30
4130-00-ZAC-197H	FILTER, VENT 9 X 9 X 3/8	102
4130-00-ZAC-4120	FILTER, AIR 21 X 26 X 1	24
4130-00-ZAD-0150	FILTER, AIR 5 X 20 X 24-1/4	210
4130-00-ZAD-1240	FILTER, AIR 20 X 24 X 1	12
4130-00-ZAD-226B	FILTER, A/C 18 X 30 X 1	24
4130-00-ZAE-387C	FILTER, A/C SPUN GLASS	66
4130-00-ZAE-388C	FILTER, A/C SPUN GLASS	120
4130-00-ZAE-726B	FILTER, A/C 16 X 30 X 1	48
4130-00-ZAE-727B	FILTER, A/C 16 X 36 X 2	24

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Item Number	Description	Amount
4130-00-ZAE-827B	FILTER, AIR 23-1/2 X 23-1/2 X 1	96
4130-00-ZAE-922R	FILTER, VENT 7 X 13 X 3/8	24
4130-00-ZAE-923C	FILTER, A/C 12 X 36 X 1	78
4130-00-ZAF-586A	FILTER, A/C 20 X 32 X 1	30
4130-00-ZAF-599A	FILTER, A/C 27 X 28 X 1	12
4130-00-ZAF-846A	FILTER, ROUND STOVE VENT	12
4510-00-ZAA-035H	BALL, TANK, TRIPLE SEAL	6
4510-00-ZAA-035J	SINK STRAINER BASKET 4-1/2	270
4510-00-ZAA-045I	KIT, DRYER VENT	24
4510-00-ZAA-051K	KIT, TANK CHAFFEE PATCH	54
4510-00-ZAA-052M	SPRAY HOSE ASSEMBLY	246
4510-00-ZAA-062A	TANK VALVE	168
4510-00-ZAA-062E	TOWEL BAR	228
4510-00-ZAA-062X	SHOWER HEAD	234
4510-00-ZAA-064K	REPAIR KIT, VALLEY	12
4510-00-ZAA-065M	TOILET SEAT (E)	120
4510-00-ZAA-065Y	AERATOR FAUCET	192
4510-00-ZAA-067S	PLUNGER	108
4510-00-ZAA-067W	PLUNGER, FORCE CUP TYPE II	78
4510-00-ZAA-098Q	STOPPER 1-1/8	42
4510-00-ZAA-098T	STOPPER 1-1/4	48
4510-00-ZAA-099J	SOAP HOLDER CHROME	114
4510-00-ZAA-103U	TOILET SEAT (R)	576
4510-00-ZAA-206Y	BALLCOCK, WASTER CLOSET	18
4510-00-ZAA-492D	TANK LEVER	60
4510-00-ZAA-567N	FLOPPER KORLY	186
4510-00-ZAA-570B	FLOAT TANK	6
4510-00-ZAA-589Q	ROD, SHOWER	114
4510-00-ZAA-663S	HOLDER, TOOTHBRUSH/TUMB	48
4510-00-ZAA-707D	TOILET PAPER HOLDER	60
4510-00-ZAA-180B	REPAIR KIT, DELTA	12
4510-00-ZAB-192X	STOPPER, TUB 1-1/2 TO 2 IN.	312
4510-00-ZAB-211E	HOLDER, SHOWER ROD	102
4510-00-ZAB-431J	SOAP DISH, CLEAR ACRYLIC	132
4510-00-ZAF-144C	ROLLER TOILET TISSUE	120
4540-00-ZAA-589E	STOPPER DISP.	258

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Item Number	Description	Amount
4540-00-ZAB-180D	SHIELD, DISPOSAL	162
4730-00-ZAF-940A	BIB, ANTIS	6
5305-00-ZAA-188A	SCREW, METAL	36
5305-00-ZAA-543J	SCREW, DRYWALL 1-1/4	1740
5315-00-889-2733	NAIL, 10D FINISH	12
5315-00-ZAA-020G	NAIL, COMMON 6D	24
5315-00-ZAA-020R	NAIL, COMMON 4D	30
5315-00-ZAA-022E	NAIL, FINISH 4D	18
5315-00-ZAA-022G	NAIL, FINISH 6D	6
5315-00-ZAG-185C	NAIL, CASING	6
5335-00-ZAA-014E	SCREEN WIRE 48" ROLL	138
5335-00-ZAA-110C	SCREEN WIRE 36" ROLL	1320
5335-00-ZAF-274Q	SCREEN WIRE FIBERGLASS 36"	282
5335-00-ZAF-652B	SPLINE SERREGATED	1386
5335-00-ZAF-653B	SCREEN WIRE FIBERGLASS C	222
5340-00-ZAA-016B	LOCK SLIDE BOLT 4 IN	72
5340-00-ZAA-016H	HASP, 3-1/2 IN	24
5340-00-ZAA-016I	HASP, 4-1/2 IN	18
5340-00-ZAA-078U	HOLDER, DOOR KICKDOWN	30
5340-00-ZAA-078X	HOOK & EYE 2"	114
5340-00-ZAA-200Y	SCREEN DOOR BRACE	12
5340-00-ZAA-201Q	DOOR CLOSER TYPE II	114
5340-00-ZAA-308K	DOOR CHAIN	60
5340-00-ZAA-323B	ANCHOR, PLASTIC	330
5340-00-ZAA-473D	HINGE DOOR HALF SURFACE	6
5340-00-ZAA-525J	HOOK & EYE 3"	24
5340-00-ZAA-653C	DOOR STOP SOLID	1092
5340-00-ZAA-700U	DOOR CLOSER TYPE I (HYD)	108
5340-00-ZAA-710O	LATCH SCREEN DOOR	24
5340-00-ZAB-171Y	ANCHOR, PLASTIC KIT	288
5340-00-ZAB-458E	DOOR KNOB PASSAGE	66
5340-00-ZAB-458F	DOOR KNOW PRIVACY	150
5340-00-ZAB-471Y	WINDOW LOCK, THUMB LATCH	1158
5340-00-ZAF-030C	HANDLE, DOOR BLACK	42
5340-00-ZAF-623A	CLOSET BRACKET SUPPORT	150
5340-00-ZAF-651A	SEAL, WEATHER STRIP	18

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Item Number	Description	Amount
5340-00-ZAF-661A	DOOR STOP HINGE MOUNTED	30
5340-00-ZAF-662A	GUIDE SLIDING CLOSET DOOR	84
5340-00-ZAF-663A	ASSY LATCH FENCE GATE	12
5340-00-ZAF-664A	BRACKET, CLIP CABINET SHELF	12
5340-00-ZAF-665A	BRACKET, CLOSET SUPPORT	48
5350-00-ZAA-469V	SANDPAPER, 100 GRIT	294
5360-00-ZAA-994K	DOOR SPRING, ADJUSTABLE	24
5360-00-ZAA-410T	MOLD WOOD	18
5510-00-ZAD-418N	LUMBER, Y/P 2 X 4 X 8	30
5510-00-ZAG-186C	LUMBER, Y/P 2 X 4 X 14	246
5510-00-ZAG-187C	LUMBER, Y/P 1 X 8 X 4	288
5510-00-ZAG-188C	LUMBER, Y/P 1 X 8 X 6	1596
5610-00-ZAG-233D	SENSOR PACK MODULE	36
5670-00-ZAB-259N	SPLINE	432
5680-00-ZAD-655I	DOORSWEEP, ALUMINUM	30
5680-00-ZAD-656I	DOORSWEEP, ALUMINUM	24
5920-00-ZAA-153D	30 AMP FUSE	120
5920-00-ZAA-160A	25 AMP FUSE	72
5920-00-ZAA-596B	30 AMP FUSE	78
5920-00-ZAA-596T	FUSE PLUG TYPE TD	48
5920-00-ZAA-668Q	15 AMP FUSE	108
5975-00-ZAA-525K	OUTLET PLATE, IVORY 1 GANG	138
5975-00-ZAA-603H	SWITCH PLATE SINGLE, IVORY	138
5975-00-ZAA-603J	PLATE BLANK, IVORY	30
5975-00-ZAA-603P	OUTLET PLATE 2 GANG, IVORY	24
5975-00-ZAA-603X	SWITCH PLATE DOUBLE	6
6130-00-ZAD-918I	WALL PROTECTOR	1518
6210-00-ZAA-766K	DIFFUSER ACRYLIC 24 X 48	36
6210-00-ZAA-776K	DIFFUSER ACRYLIC 24 X 49	84
6210-00-ZAB-974L	GLOBE, TULIP, ETCHED GLASS	372
6210-00-ZAB-975V	GLOBE, LACE-LIKE, RUFFLED	90
6210-00-ZAC-034C	GLOBE, SQUARE 12" PATTERN	132
6210-00-ZAC-075H	GLOBE, SATIN WHITE	24
6210-00-ZAC-459K	GLOBE, ROUND 10-1/2" WHITE	12
6210-00-ZAD-380F	DIFFUSER 9-1/2 W/END CAP	6
6210-00-ZAD-381F	DIFFUSER, WRAP AROUND 9-1/2	6

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Item Number	Description	Amount
6210-00-ZAD-407D	DIFFUSER, 24" WHITE	12
6210-00-ZAD-619M	GLOBE FIXTURE GLASS	30
6210-00-ZAE-136D	GLOBE, OPAL GLASS	54
6210-00-ZAF-050C	LENS, RANGE HOOD	48
6210-00-ZAF-113B	DIFFUSER WHITE U SHAPE	6
6210-00-ZAF-139B	GLOBE GLASS, PEBBLED	18
6210-00-ZAF-666A	GLOBE OPAL GLASS	78
6210-00-ZAF-667A	GLOBE GLASS	6
6210-00-ZAF-668A	DIFFUSER GLASS CHANNEL	18
6210-00-ZAF-669A	GLOBE GLASS ROUND	6
6210-00-ZAF-671A	GLOBE FLUTED GLASS	36
6240-00-ZAA-547H	LAMP INCANDESCENT FLOOD	18
6240-00-ZAA-699K	LAMP FLUORESCENT, 36"	120
6240-00-ZAA-992C	LAMP INCANDESCENT CLEAR, FLAME	456
6240-00-ZAB-189B	LAMP 60 WATT, YELLOW	1614
6240-00-ZAD-282N	APPLIANCE BULB TUBULAR	18
6240-00-ZAF-181A	LAMP INCANDESCENT	78
6240-00-ZAF-188A	LAMP FLUORESCENT, 24"	132
6240-00-ZAF-189A	LAMP FLUORESCENT, 48"	810
6240-00-ZAF-220A	LAMP, INCANDESCENT, APPLIANCE	684
6840-00-824-7849	PT-565 INSECTICIDE SPRAY	360
6840-00-ZAA-652T	TACKY BOARD FOR RATS	630
6840-00-ZAA-653T	WASP SPRAY PT-515	282
6840-00-ZAA-734H	INSECTICIDE, AMDRO AND KI	252
6840-00-ZAB-023U	BORIC ACID POWDER	228
6840-00-ZAB-435I	LOGIC ANT KILLER2	12
6840-00-ZAB-629E	COMBAT LARGE	300
6840-00-ZAC-172B	WASP SHOOTER	12
6840-00-ZAC-395P	INSECTICIDE, ANT KERADICA	300
6840-00-ZAC-432I	INSECTICIDE, MAXFORCE AN	342
6840-00-ZAC-708U	COMBAT SMALL	390
6840-00-ZAD-123J	GLUE TRAPS	222
6840-00-ZAD-214K	MAX FORCE LARGE ROACHES	24
6840-00-ZAE-113H	INSECTICIDE, BUG BLITZER	84
6840-00-ZAE-225I	INSECTICIDE DROP DEAD AER	66
6840-00-ZAF-596C	INSECTICIDE ROACH & ANT KILLER	78

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Item Number	Description	Amount
7230-00-ZAB-199X	CURTAIN ROD, 28 TO 48 INCH	684
7230-00-ZAB-262A	CURTAIN ROD, 48 TO 86 INCH	480
7290-00-ZAF-958A	BIRD GUARD	6
7720-00-ZAE-222S	VINYL FLOORING	2388
8010-00-ZAA-498V	PAINT LATEX BLACK	6
8030-00-ZAA-514A	CAULKING CLEAR SILICONE	6
8030-00-ZAA-514H	CAULKING TUB WHITE	78
8030-00-ZAF-780C	CAULK REMOVER	12
8340-00-ZAA-083G	DROP CLOTH, PLASTIC	12
8720-00-ZAA-087H	FERTILIZER BAG	1254
8720-00-ZAE-060B	TOP SOIL SANDY LOAM	1506
8730-00-ZAD-948D	WINTER RYE SEED GRASS	1104
8730-00-ZAE-546F	GRASS SEED, HOUNDDOG	72

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C-9.4.7. Technical Exhibit 7—Performance Summary of Quality Control Standards.

The services listed in this Performance Summary represent those key services for which at least one type of standard has been identified as necessary for satisfactory performance and shall be included in the Service Provider's QCP. Tasks called for in the Description of Services which have no pre-defined standard are not included. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

Quality Control Plan (QCP) services will be monitored by the Service Provider in accordance with the approved QCP submitted by the Service Provider. The surveillance method used by the Service Provider to meet the Government performance standard shall be determined by the Service Provider and documented in the QCP. Acceptable surveillance methods include:

- Random sampling. This is usually the most appropriate method for recurring tasks. With random sampling, services are sampled using a statistically based sampling procedure in which each service output in a lot has an equal chance of being selected to determine if the level of performance is acceptable. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained.
- 100% inspection of the output. This is usually only the most appropriate method for infrequent tasks or tasks with stringent performance requirements, e.g., where safety or health is a concern. With this method, performance is inspected/evaluated at each occurrence. One hundred percent inspection is too expensive to be used in most cases.
- Periodic inspection of the processes or output. This method, sometimes called "planned sampling," consists of the evaluation of tasks selected on other than a 100 percent or random basis. It may be appropriate for tasks that occur infrequently, and where 100 percent inspection is neither required nor practicable. A predetermined plan for inspecting part of the work is established using subjective judgment and analysis of agency resources to decide what work to inspect and how frequently to inspect it.
- Customer Surveys and validated customer complaints. Although usually not a primary method, this is a valuable supplement to more systematic methods. In certain situations where customers can be relied upon to complain consistently when the quality of performance is poor, customer surveys and customer complaints may be a primary surveillance method, and customer satisfaction an appropriate performance standard. In all cases, complaints shall be documented, preferably on a standard form.

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-9.3.1.	The Service Provider shall provide UPH services	No Certificates of Non-Availability for Housing Allowance Issued When UPH Occupancy Falls Below 95%	5% Lot = Number of UPH Spaces

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-9.3.2.3.	The Service Provider shall conduct AFH quarters, grounds, and playgrounds inspection services	Safety Hazard Eliminated Within One Workday of Identification	5% Lot = Number of Identified Safety Hazards
C-9.3.2.3.	The Service Provider shall conduct AFH quarters, grounds, and playgrounds inspection services	Routine Inspection Deficiencies Corrected Within Five Workdays of Identification	5% Lot = Monthly Number of Identified Routine Deficiencies
C-9.3.4.1.	The Service Provider shall requisition, store, issue, and receive for turn-in furnishings and equipment	Furnishings and Equipment Issued or Replaced Within One Workday of Notification, Excluding AFH Refrigerators	7% Lot = Number of Furnishing and Equipment Issues, Excluding AFH Refrigerators
C-9.3.4.1.	The Service Provider shall requisition, store, issue, and receive for turn-in furnishings and equipment	AFH Refrigerators Replaced Within Same Day of Notification	7% Lot = Number of AFH Refrigerators Replaced
C-9.3.4.3.	The Service Provider shall obtain, install, and maintain/replace flag and poles for Government identified AFH	Flags and Poles Replaced /Repaired Within One Workday of Notification	10% Lot = Number of Flags and Poles Replaced
C-9.3.5.	The Service Provider shall Manage and Operate the Post U-Do-It Store	Maintain 100% of monthly average Stock Level of Supplies and Materials by Line Item	10% Lot = Annual Stocked Line Items (See Table 6-3)

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